

GRI Index

The Global Reporting Initiative (GRI) is the world's most widely recognized sustainability framework for organizations to use when measuring and reporting on economic, environmental, and social performance. Our 2009 Corporate Sustainability Report is based on the GRI G3 Guidelines and the following table has been developed to help users locate specific information in the report.

Section #	Disclosures	Link to Report
1. STRATEGY AND ANALYSIS		
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy	CEO Letter
1.2	Description of key impacts, risks, and opportunities	Landing Page Planet Aware
2. ORGANIZATIONAL PROFILE		
2.1	Name of the organization	Corporate <i>mind</i>
2.2	Primary brands, products, and/or services	Product <i>reach</i>
2.3	Operational structure	Corporate <i>mind</i>
2.4	Location of organization's headquarters	Corporate <i>mind</i>
2.5	Number of countries where the organization operates	Corporate <i>mind</i>
2.6	Nature of ownership and legal form	Corporate <i>mind</i>
2.7	Markets served	Product <i>reach</i>
2.8	Scale of the reporting organization	Corporate <i>mind</i>
2.9	Significant changes during the reporting period	
3. REPORT PARAMETERS		
3.1	Reporting period	Report Parameters
3.2	Date of most recent previous report	Report Parameters
3.3	Reporting cycle	Report Parameters
3.4	Contact point for questions regarding content	Feedback
3.5	Process for defining report	Report Parameters
3.6	Boundary of the report	Report Parameters
3.7	Specific limitations on the scope of the report	Report Parameters
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities and outsourced operations	Report Parameters
3.9	Data measurement techniques and the bases of calculations	Report Parameters
3.10	Explanation of restatements of information provided in earlier reports	Report Parameters
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Report Parameters
3.12	Table identifying the location of the Standard Disclosures in the report	This Index

4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Corporate <i>mind</i>
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Corporate <i>mind</i>
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	Corporate <i>mind</i>
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance	Corporate <i>mind</i>
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	Corporate <i>mind</i>
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	Product Reach> Quality Assurance
5. Management Approach and Performance Indicators		
	Economic Performance	
EC 1	Direct economic value generated	Key Indicators Table
EC 3	Coverage of the organization's defined benefit plan obligations	People <i>care</i>
EC 6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Corporate <i>mind</i> > Sustainable Supply Chain
	Environmental Performance	
EN 3	Direct energy consumption	Planet Aware> Responding to Climate Change Issues> Energy Usage
EN 4	Indirect energy consumption	Planet Aware> Responding to Climate Change Issues> Energy Usage
EN 5	Energy saved due to conservation and efficiency improvements	Planet Aware> Responding to Climate Change Issues> Energy Usage
EN 8	Total water withdrawal	Planet Aware> Preserving Natural Capital> Water Usage
EN 13	Habitats protected or restored	Planet Aware> Preserving Natural Capital
EN 16	Total direct and indirect greenhouse gas emissions by weight	Planet Aware> Responding to Climate Change Issues
EN 17	Other relevant indirect greenhouse gas emissions by weight	Planet Aware> Responding to Climate Change Issues
EN 18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Planet Aware> Responding to Climate Change Issues
EN 19	Emissions of ozone depleting substances	Planet Aware> Responding to Climate Change Issues
EN 20	NOx, SOx, and other significant air emissions	Planet Aware> Responding to Climate Change Issues
EN 22	Total weight of waste by type and disposal method	Planet Aware> Preserving Natural Capital> Waste
EN 23	Total number and volume of significant spills	Planet Aware> Preserving Natural Capital
EN 26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Planet Aware> Distribution
EN 27	Packaging materials that are reclaimed <i>We reclaimed over 17,000 styrofoam boxes in 2009</i>	Key Indicators Table
EN 28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. <i>No fines or non-compliance with environmental regulations in 2009</i>	Planet Aware> Responding to Climate Change Issues> Energy Usage
EN 29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Planet Aware> Distribution

LABOR PRACTICES & DECENT WORK		
LA 1	Total workforce by employment type, employment contract, and region	People <i>care</i>
LA 2	Total number and rate of employee turnover by age group, gender, and region	People <i>care</i>
LA 3	Benefits provided to full-time employees that are not provided to temporary or part-time employees	People <i>care</i> > Benefits
LA 7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region	People <i>care</i>
LA 11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	People <i>care</i>
LA 12	Percentage of employees receiving regular performance and career development reviews	People <i>care</i>
LA 13	Composition of governance bodies and breakdown of employees per category	People <i>care</i> > Diversity
HUMAN RIGHTS PERFORMANCE		
HR 4	Total number of incidents of discrimination and actions taken	People <i>care</i>
HR 6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor	People <i>care</i> > Diversity and Human Rights
HR 7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor	People <i>care</i> > Diversity and Human Rights
HR 9	Total number of incidents of violations involving rights of indigenous people and actions taken	People <i>care</i>
SOCIETY PERFORMANCE		
SO 1	Nature, scope, and effectiveness of any programs and practices that access and manage the impacts of operations on communities, including entering, operating, and exiting	Community <i>touch</i>
SO 2	Percentage and total number of business units analyzed for risks related to corruption.	Community <i>touch</i>
SO 7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Community <i>touch</i>
PRODUCT RESPONSIBILITY PERFORMANCE		
PR 2	Incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes	Produce <i>reach</i> > Product Responsibility
PR 4	Incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	Produce <i>reach</i> > Product Responsibility
PR 5	Practices related to customer satisfaction	Product <i>reach</i>
PR 7	Incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	Product <i>reach</i> > Product Responsibility
PR 8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Produce <i>reach</i> > Product Responsibility
PR 9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Produce <i>reach</i> > Product Responsibility